



Job Title: Family Services Coordinator

Ministry Purpose: This position plays a significant role in achieving the religious mission of Positive Options and thus has a ministry purpose. Support Positive Options' long-term vision of tripling the number of lives saved in 15 years.

Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Maintain and promote a lifestyle of sexual purity.
- Exhibit a strong commitment and dedication to the sanctity of all human life from conception to natural death.
- Reinforce the humanity of the unborn child with clients, their guests, staff, volunteers and donors.
- Able to share the Gospel.
- Participate in prayer, devotions and worship as a team and as a full staff.
- Expresses a desire to reach men and women considering abortion with Biblical truth in love.
- Agree with and be willing to uphold the Mission, Vision, Core Values, Statement of Faith, Statement of Principles, and policies of Lakeshore Pregnancy Center.
- Be in consistent fellowship at a local church.
- Demonstrate professional, organizational and leadership skills.
- Hold a minimum of a Bachelor's Degree in a helping field or related experience equivalent.
- Possess a thorough understanding of pregnancy care center ministry and administration, having experience in client counseling, follow-up, and support.
- Possess a good knowledge of human reproduction and conception, fetal development, abortion techniques, methods and after effects, and the ability to effectively articulate these areas with a variety of audiences.
- Possess and exhibit expertise in interpersonal communication, public speaking, and problem solving.
- Proficiency in computer skills, with ability to utilize Word, Excel, PowerPoint, Outlook, and G-Suite.
- Proficiency in both verbal and written communications.
- Be dependable, stable and capable of committing to this position's responsibilities and duties.
- Ability to handle sensitive and confidential information with integrity and diplomacy.
- Ability to establish and maintain cooperative working relationships.
- Ability to carry out responsibilities with little or no supervision.
- Spanish speaking preferred, but not required.

Reports to: Center Director

Supervises: Education and material services volunteers.

Time Commitment: Average of 24 to 32 hours per week.

Primary Objectives: The Family Services Coordinator is responsible to facilitate all client education. The Family Services Coordinator will provide training and care of volunteers while helping to ensure the quality of all client services and helping to bring awareness through community relations and fundraising. The Family Services Coordinator will assist in maintaining a positive presence in the community and within the center with the goal of attracting new clients and

providing excellent client care. The Family Services Coordinator will work alongside Community Teams to support Positive Options clients that are referred to Community Teams. The Family Services Coordinator will help establish and facilitate the Cradles of Grace Program in area churches.

Responsibilities and Duties:

- Make prayer an integral part of daily operations.

Client Services

- Help to ensure the quality of all client service activities including facilitating client education appointments.
- Assist Center Director with statistical information, including data entry.
- Work with other family support staff to develop and maintain the client education program.
- Interact with other family support staff to relate client problems and goal setting.
- Coordinate and oversee the referrals of clients to Community Teams.
- Maintain needed supplies, educational materials, and client resources as needed.
- Network and partner with community agencies offering educational and life-skill opportunities (out-sourcing).
- Follow up with clients as needed.

Volunteer Management

- Assist in scheduling volunteer in-service trainings and be present at training.
- Oversee the material services and education volunteers in collaboration with other family services staff
- Assist in planning and hosting of Volunteer Appreciation events.
- Assist in the training and onboarding of new volunteers.
- Train new education volunteers in the use of the Bright Course program and materials

Center Management

- Lead prayer time at the beginning of each shift, in agreement with the Center Director.
- Oversee the pregnancy center as requested by the Center Director
- Answer phones and attend the front desk when a receptionist is not available, as requested.
- Follow Biblical principles for confrontation when the need arises.
- Keep current on all Lakeshore Pregnancy Center's policies and procedures.

Promotional/Fundraising

- Assist Center Director in fundraising, speaking or promotional events as needed.
- Lead tours of the Center, as needed

Church Partnership

- Assist in establishment and oversight of the Cradles of Grace Program
- Collect data needed for reporting of the Cradles of Grace Program.
- Coordinate client related programming that happens in the churches in partnership with LPC.

Miscellaneous

- Attend and contribute to Staff Meetings, other meetings and special LPC/PO events, as requested.
- Complete specific duties as assigned by the Center Director

Personal and Professional Development:

- Attend conferences, seminars, and workshops as agreed upon by the Executive Director.
- Complete trainings as assigned.
- Take bi-annual restoration days. Restoration Days are days alone with God to seek His guidance and direction both personally and professionally.

Physical Demands:

- Ability to frequently use a computer and telephone.
- Ability to physically navigate both in and out of the office.
- Ability to drive and travel.
- Carry out the defined responsibilities and duties with or without accommodations.

I acknowledge that I have received a copy of this job description.

Signature _____

Name (Printed) _____ **Date** ____/____/____

(Copy to be given to the individual with the original kept in his or her personnel file.)